E-Government Solutions Californians Deserve and Expect

Policies and Issues: California Statewide Portal Project

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Government Services on the Web—California Background

- Historical: California as Leader in Internet, Information Technology, E-Government
  - ➤ But California has fallen far behind on numerous fronts—including its State Website
  - ➤ Reform Recommendations: Widespread Inclusion of Information Technology Components and Strategies
- California State Information Technology Strategic Plan: "…enable the most significant transformation ever seen in how a state government does business."
  - ➤ 5 Year Plan
  - ➤ Initial Process Pre-Dates Current Governor
  - ➤ Reflects Key Themes/Recommendations of CPR
  - ➤ Key Actions Already Underway
  - ➤ Revamping of Statewide Web Portal--Key Component

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What's The Problem?

- California Web Portal, once a leader, now has fallen far behind
- Lack of funding/investment
- Lack of clearly defined governance process
- Lack of long-term e-services strategy
- Unwieldy government organization/structure; little or no cross-agency coordination, collaboration
- Overall, website not used effectively as a business tool, only just beginning to be used as customer service tool

The CPR Vision: Making California a "21st Century Government"

Hallmarks of 21st Century Government	Technology Impact	Indicators/Examples
Innovative	High	Web based customer service; Electronic public service delivery; Business automation; "Virtual" government
Responsive	High	Email, mobile phones, wireless; 24 hour access; automated response/assistance
Compact	High	Workforce reduction; Streamlined operations, administration; Less reliance on physical facilities
Open and Accountable	High	Online access to documents, records, processes; Enhanced financial information systems; Management/decision processes
Performance Based	Medium	Performance management systems; Automated evaluation processes; data/information generation
Attuned to Customers and Employees	Medium	State Web Portal—One Stop Services and Info; Statewide employee intranet; Tech savvy workforce
Productive	High	Business process automation; Error, redundancy reduction; Workforce productivity tools; E-procurement
Pro-economy	Medium	Streamlined business assistance—certifications, fees, information, licenses, compliance, etc.; Technology oriented workforce; Ready market for California tech industry—products, services, support, development

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The Vision: California In Touch…

- Overall service delivery that is:
  - ➤ Friendly
  - ➤ Trustworthy
  - ➤ Responsive
- A completely redesigned State Internet presence:
  - ➤ The Internet is information and service delivery channel of preference for the 21st Century
  - ➤ Significantly reduced transaction costs
  - ➤ Full transparency in government

The Vision: California In Touch…

- A "federated" governance/management approach
  - ➢ All of government standards, policies, resources
  - ➢ Departmental ownership of content
  - ➢ Service Oriented Architecture (SOA) and shared services
- Development of online "California Service Centers" (e.g., business, taxes, health)
- Establish a Director of E-Services

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Policy and Management Framework

- The Business Case
  - Do we really need to make a business case!?!
  - Internet + People + Government=Reality of the 21st Century…A New Government Service Delivery Model
- Building a Common Vision
  - California as a leader
  - Customer service/focus
  - Intra and inter governmental cooperation
  - The "-ables": accessible, usable, manageable, flexible
  - E-services foundation that can evolve

Policy and Management Framework

- Putting the Customer First
  - ➢ Build to California's great diversity
  - ➢ Integrate customer input and feedback—baseline and ongoing
  - ➢ Easy to use
  - ➢ Customer, not government, focused organization and navigation

- Building Public Trust
  - ➢ Good government: transparency, accountability, reliability
  - ➢ Privacy, security
  - ➢ Clear and simple communication

Policy and Management Framework

- Governance
  - Broad, inclusive: Public, state, fed/local, non-profit, private
  - E-government ownership, sponsorship, champions
  - Federated governance
  - Cooperation, collaboration
- Funding!
  - Executive, Legislative support
  - Initial "capital" investment
  - Program specific funding
  - Ongoing operations
  - Hybrid, entrepreneurial, flexible funding going forward

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Alignment With IT Strategic Plan--Goals

- Make Government Services More Accessible to Citizens and State Clients
- Implement Common Business Applications and Systems to Improve Efficiency/Cost-Effectiveness
- Ensure Security and Privacy
- Lower Costs and Improve Security, Reliability and Performance of the State's IT Infrastructure
- Develop and Rebuild our Technology Workforce
- Establish a Technology Governance Structure

Major Challenges

- Leadership

- Buy-in and REAL participation

- Implementation: Planning, management, policies, standards

- Managing change (or not!):
  - Organizational
  - Business processes
  - Cultural
  - Public sector workforce

Major Challenges

- Continuous improvement, evolution
- The "curves"
  - ➢ Technology curve
  - ➢ Demographic curve
  - ➢ Cultural curve
  - ➢ Curves in the road ahead (the unknowns)
- Public sector innovation
- Sustainability

Can it Be Done?

- YES!
- Others have done it (models and best practices)
- Current demand--Californians
- Evidence of the will at the State level
- Recent movement, changes, efforts at State level
- New blood?
- Technology is the easy part

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Questions, Comment, Discussion

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